

Using Registry Data to Inform Client Outreach Efforts

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SAMHSA Regional Grantee Meeting
February 12, 2013

- HIP (Health Integration Project)
- Family Services Inc. Gaithersburg, MD
- Strategic Partners: Threshold Services Inc. and CCI
- Approximately 600 clients served to date
- Approximately 50% have community-based PCPs
- Reassessment rate at end of FY 2012: 88%

Our evaluation includes all SAMHSA-required data and additional data such as:

- alcohol use
- drug use
- self-reported health information using the SF-36

Mechanical health data is also collected during interim three-month appointments.

Use of data to support CQI – Continuous Quality Improvement.

Use of data to:

- **Target interventions to specific sub-groups of clients**
- Monitor client/program progress
- Provide meaningful feedback to providers, clients and partners.

Evaluation Overview – Missing Data

- Requires an ongoing monitoring of data to ensure that information is being collected and clients are receiving needed clinical care.
- Can be accomplished in many ways, we are using an Access database and related queries/reports.

Access Database - Overview

| Baseline Health | | | | | | | | | | | |
|-----------------|---------|-----------|---------------|------------|---------------|-----------|-----------|----------|----------------|-----------------|-------------|
| | TRAC ID | Name | PCP | DOB | BL Visit Date | BL Height | BL Weight | BL Waist | BL BP Systolic | BL BP Diastolic | BL Lab Date |
| + | FS0001 | Amanda | Dr. Jones | 1/1/1950 | 2/1/2011 | 62 | 155 | 84 | 120 | 80 | 2/5/2011 |
| + | FS0002 | Betty | Dr. Kitson | 2/2/1951 | 2/1/2011 | 61 | 145 | 82 | 125 | 90 | 2/7/2011 |
| + | FS0003 | Cathy | Dr. Currin | 3/3/1952 | 2/2/2011 | 60 | 180 | 90 | 127 | 100 | 2/7/2011 |
| + | FS0004 | Debra | Dr. Pina | 4/4/1953 | 2/4/2011 | 54 | 175 | 90 | 130 | 90 | |
| + | FS0005 | Elizabeth | Dr. Winger | 5/5/1954 | 2/5/2011 | 53 | 155 | 85 | 128 | 110 | 3/1/2011 |
| + | FS0006 | Frank | Dr. Miller | 6/6/1955 | 2/7/2011 | 72 | 245 | 120 | 160 | 120 | 2/15/2011 |
| + | Fs0007 | Gerry | Dr. Hernandez | 7/7/1956 | 2/15/2011 | 64 | 260 | 125 | 140 | 110 | 2/15/2011 |
| + | FS0008 | Henry | Dr. Currin | 8/8/1957 | 2/17/2011 | 70 | 255 | 130 | 135 | 100 | |
| + | FS0009 | Isabel | Dr. Duffy | 9/9/1958 | 2/19/2011 | 66 | 180 | 100 | 135 | 90 | 2/20/2011 |
| + | FS0010 | Jane | Dr. Levinson | 10/10/1959 | 2/22/2011 | 67 | 174 | 94 | 142 | 100 | 3/1/2011 |
| + | FS0011 | Kate | Dr. Hyde | 11/11/1960 | 2/23/2011 | 70 | 166 | 93 | 137 | 91 | 3/2/2011 |
| + | FS0012 | Linda | Dr. Jones | 12/12/1961 | 3/1/2011 | 64 | 156 | 85 | 120 | 90 | 3/20/2011 |
| + | FS0013 | Mandy | Dr. Winger | 1/1/1962 | 3/2/2011 | 63 | 167 | 87 | 120 | 90 | |
| + | FS0014 | Noah | Dr. Duncan | 2/2/1963 | 3/4/2011 | 69 | 199 | 92 | 125 | 100 | 3/7/2011 |
| + | FS0015 | Odessa | Dr. Leo | 3/3/1964 | 3/7/2011 | 59 | 310 | 130 | 127 | 90 | 3/7/2011 |
| + | FS0016 | Penelope | Dr. Kitson | 4/4/1965 | 3/9/2011 | 56 | 298 | 105 | 130 | 110 | 3/15/2011 |
| + | FS0017 | Quinn | Dr. Bergman | 5/5/1966 | 3/12/2011 | 58 | 168 | 91 | 120 | 80 | 3/15/2011 |
| + | FS0018 | Rachel | Dr. Hernandez | 6/6/1967 | 3/15/2011 | 64 | 254 | 107 | 135 | 90 | 3/15/2011 |
| + | FS0019 | Steven | Dr. Levinson | 7/7/1968 | 3/17/2011 | 70 | 274 | 110 | 110 | 90 | 3/19/2011 |
| + | FS0020 | Timothy | Dr. Jones | 8/8/1969 | 3/19/2011 | 75 | 244 | 115 | 127 | 100 | 3/22/2011 |
| + | FS0021 | Ulysses | Dr. Duncan | 9/9/1970 | 3/19/2011 | 56 | 265 | 117 | 140 | 110 | |
| + | FS0022 | Veronica | Dr. Hyde | 10/10/1971 | 3/21/2011 | 58 | 210 | 95 | 137 | 109 | 3/25/2011 |
| + | FS0023 | Wendy | Dr. Pina | 11/11/1972 | 3/22/2011 | 59 | 285 | 109 | 130 | 90 | 3/22/2011 |
| + | FS0024 | Xander | Dr. Miller | 12/12/1973 | 3/24/2011 | 74 | 285 | 120 | 150 | 120 | 3/27/2011 |
| + | FS0025 | Yolanda | Dr. Jones | 1/1/1974 | 4/2/2011 | 58 | 235 | 117 | 140 | 110 | 4/5/2011 |
| + | FS0026 | Zev | Dr. Currin | 2/2/1975 | 4/5/2011 | 72 | 300 | 126 | 135 | 95 | 5/1/2011 |

* Fictional client data

Reporting – Missing Reassessments

Reporting – CCI Staff

Similar to TRAC-generated report

Only lists clients with missing visit information

Our version contains client names, clinic information, and BH provider information

Also includes information on interim appointments (3-month, 9-month etc.)

| Missing Reassessments | | | | | | |
|-----------------------|-------------|-----------------|--------------|-----------------------|------------|----------------------|
| TRAC ID | Client Name | Location | Therapist | Reassessment Due | Due Date | Last Day to Complete |
| FS0002 | Betty | Threshold | Dr. Miller | 9 Month Reassessment | 10/15/2012 | 11/14/2012 |
| FS0003 | Cathy | Threshold | Dr. Green | 12 Month Reassessment | 10/20/2012 | 11/19/2012 |
| FS0007 | Gerry | Threshold | Dr. Miller | 15 Month Reassessment | 10/25/2012 | 11/24/2012 |
| FS0008 | Henry | Threshold | Dr. Levin | 24 Month Reassessment | 11/27/2012 | 11/26/2012 |
| FS0017 | Quinn | Threshold | Dr. Levin | 18 Month Reassessment | 11/8/2012 | 12/8/2012 |
| FS0019 | Steven | Threshold | Dr. Miller | 12 Month Reassessment | 11/9/2012 | 12/9/2012 |
| FS0020 | Timothy | Threshold | Dr. Levin | 15 Month Reassessment | 11/14/2012 | 12/14/2012 |
| FS0023 | Wendy | Threshold | Dr. Saslow | 6 Month Reassessment | 11/18/2012 | 12/18/2012 |
| FS0024 | Xander | Threshold | Dr. Patel | 24 Month Reassessment | 11/19/2012 | 12/19/2012 |
| FS0026 | Zev | Threshold | Dr. Patel | 18 Month Reassessment | 11/23/2012 | 12/23/2012 |
| FS0001 | Amanda | Family Services | Dr. Jones | 6 Month Reassessment | 10/14/2012 | 11/13/2012 |
| FS0005 | Elizabeth | Family Services | Dr. Patel | 6 Month Reassessment | 10/22/2012 | 11/21/2012 |
| FS0006 | Frank | Family Services | Dr. Jones | 9 Month Reassessment | 10/24/2012 | 11/23/2012 |
| FS0013 | Mandy | Family Services | Dr. White | 6 Month Reassessment | 10/29/2012 | 11/28/2012 |
| FS0014 | Noah | Family Services | Dr. Jones | 12 Month Reassessment | 11/1/2012 | 12/01/2012 |
| FS0015 | Odessa | Family Services | Dr. Jones | 18 Month Reassessment | 11/1/2012 | 12/1/2012 |
| FS0016 | Penelope | Family Services | Dr. Gabbidon | 24 Month Reassessment | 11/5/2012 | 12/5/2012 |
| FS0021 | Ulysses | Family Services | Dr. Patel | 18 Month Reassessment | 11/15/2012 | 12/15/2012 |
| FS0022 | Veronica | Family Services | Dr. Jones | 15 Month Reassessment | 11/17/2012 | 12/17/2012 |
| FS0025 | Yolanda | Family Services | Dr. White | 12 Month Reassessment | 11/22/2012 | 12/22/2012 |

Reporting – Missing Lab Data

Reporting – Project Staff

Query that pulls
the last lab date for
every client

Tailor report to
only pull clients
with:

- Out-of-date lab information
- By Site
- By PCP

| Lab Data | | | | | | | |
|----------|-------------|-----------------|----------------------|---------------|--------------|-------------|---------------|
| TRAC ID | Client Name | Location | CCI or Community PCP | PCP | PCP Phone # | BL Lab Date | Last Lab Date |
| FS0001 | Amanda | Family Services | Community PCP | Dr. Jones | 301-555-5555 | 2/1/2011 | 1/31/2012 |
| FS0002 | Betty | Threshold | CCI | Dr. Jones | 301-555-5555 | 2/1/2011 | 2/5/2012 |
| FS0003 | Cathy | Threshold | Community PCP | Dr. Kitson | 301-555-5555 | 2/2/2011 | 2/7/2012 |
| FS0005 | Elizabeth | Family Services | CCI | Dr. Currin | 301-555-5555 | 2/4/2011 | 2/4/2011 |
| FS0006 | Frank | Family Services | Community PCP | Dr. Pina | 301-555-5555 | 2/5/2011 | 2/7/2012 |
| FS0007 | Gerry | Threshold | CCI | Dr. Winger | 301-555-5555 | 2/7/2011 | 2/5/2012 |
| FS0008 | Henry | Threshold | Community PCP | Dr. Miller | 301-555-5555 | 2/15/2011 | 2/15/2011 |
| FS0013 | Mandy | Family Services | CCI | Dr. Hernandez | 301-555-5555 | 2/17/2011 | 2/15/2011 |
| FS0014 | Noah | Family Services | CCI | Dr. Currin | 301-555-5555 | 2/19/2011 | 2/19/2011 |
| FS0015 | Odessa | Family Services | Community PCP | Dr. Duffy | 301-555-5555 | 2/22/2011 | 2/19/2012 |
| FS0016 | Penelope | Family Services | Community PCP | Dr. Levinson | 301-555-5555 | 2/23/2011 | 2/25/2012 |
| FS0017 | Quinn | Threshold | CCI | Dr. Hyde | 301-555-5555 | 3/1/2011 | 3/5/2012 |
| FS0019 | Steven | Threshold | CCI | Dr. Jones | 301-555-5555 | 3/2/2011 | 3/2/2011 |
| FS0020 | Timothy | Threshold | CCI | Dr. Winger | 301-555-5555 | 3/4/2011 | 3/7/2012 |
| FS0021 | Ulysses | Family Services | Community PCP | Dr. Duncan | 301-555-5555 | 3/7/2011 | 3/9/2012 |
| FS0022 | Veronica | Family Services | CCI | Dr. Leo | 301-555-5555 | 3/9/2011 | 3/9/2012 |
| FS0023 | Wendy | Threshold | CCI | Dr. Kitson | 301-555-5555 | 3/12/2011 | 3/12/2011 |
| FS0024 | Xander | Threshold | Community PCP | Dr. Bergman | 301-555-5555 | 3/15/2011 | 3/15/2012 |
| FS0025 | Yolanda | Family Services | CCI | Dr. Hernandez | 301-555-5555 | 3/17/2011 | 3/19/2012 |
| FS0026 | Zev | Threshold | CCI | Dr. Levinson | 301-555-5555 | 3/19/2011 | 3/19/2011 |

Targeting Interventions – Clinical Data

| Name | Family_Services_or_Threshold | CCI or Community PCP | Blood Pressure |
|----------|------------------------------|----------------------|----------------|
| Amanda | Family Services | CCI | 140/105 |
| Betty | Threshold Services | CCI | 160/130 |
| Cathy | Family Services | CCI | 120/90 |
| David | Threshold Services | Community PCP | 135/97 |
| Ella | Family Services | CCI | 140/115 |
| Frank | Family Services | CCI | 120/85 |
| Gina | Threshold Services | CCI | 110/80 |
| Helen | Family Services | Community PCP | 135/100 |
| Inga | Threshold Services | Community PCP | 145/119 |
| Jacob | Family Services | CCI | 100/75 |
| Kelly | Family Services | CCI | 160/125 |
| Matt | Threshold Services | CCI | 180/130 |
| Nate | Family Services | Community PCP | 120/90 |
| Oscar | Threshold Services | Community PCP | 110/80 |
| Penny | Family Services | CCI | 150/120 |
| Quinn | Family Services | CCI | 140/110 |
| Rebecca | Threshold Services | CCI | 155/121 |
| Steve | Family Services | Community PCP | 130/90 |
| Tami | Threshold Services | Community PCP | 120/85 |
| Thyssen | Family Services | CCI | 120/85 |
| Veronica | Family Services | CCI | 120/90 |
| Wendy | Threshold Services | CCI | 150/120 |
| Xavier | Family Services | Community PCP | 135/95 |
| Yolanda | Threshold Services | Community PCP | 140/112 |
| Zev | Family Services | CCI | 130/90 |

Targeting Interventions to High Risk Populations

Use the Access database to identify specific high-risk people for interventions targeting those conditions.

Targeting Interventions – Clinical Data

| Name | Family_Services_or_Threshold | CCI or Community PCP | Total Cholesterol |
|----------|------------------------------|----------------------|-------------------|
| Penny | Family Services | CCI | 387 |
| Quinn | Family Services | CCI | 325 |
| Kelly | Family Services | CCI | 300 |
| Veronica | Family Services | CCI | 274 |
| Cathy | Family Services | CCI | 254 |
| Jacob | Family Services | CCI | 250 |
| Inga | Threshold Services | Community PCP | 240 |
| David | Threshold Services | Community PCP | 221 |
| Betty | Threshold Services | CCI | 213 |
| Matt | Threshold Services | CCI | 210 |
| Steve | Family Services | Community PCP | 210 |
| Oscar | Threshold Services | Community PCP | 207 |
| Tami | Threshold Services | Community PCP | 200 |
| Amanda | Family Services | CCI | 200 |
| Helen | Family Services | Community PCP | 199 |
| Yolanda | Threshold Services | Community PCP | 197 |
| Ella | Family Services | CCI | 197 |
| Ulysses | Family Services | CCI | 196 |
| Nate | Family Services | Community PCP | 195 |
| Zev | Family Services | CCI | 184 |
| Xavier | Family Services | Community PCP | 178 |
| Rebecca | Threshold Services | CCI | 175 |
| Frank | Family Services | CCI | 165 |
| Gina | Threshold Services | CCI | 155 |
| Wendy | Threshold Services | CCI | 146 |

Targeting Interventions to High Risk Populations

Use the database to sort individuals based on risk factors.

Outreach to/target individuals in the highest risk factor categories first.

Targeting Interventions – Clinical Data

| Name | Family_Services_or_Threshold | CCI or Community PCP | Smoker? |
|----------|------------------------------|----------------------|-------------------------------------|
| Zev | Family Services | CCI | <input checked="" type="checkbox"/> |
| Nate | Family Services | Community PCP | <input checked="" type="checkbox"/> |
| Oscar | Threshold Services | Community PCP | <input checked="" type="checkbox"/> |
| Quinn | Family Services | CCI | <input checked="" type="checkbox"/> |
| Rebecca | Threshold Services | CCI | <input checked="" type="checkbox"/> |
| Tami | Threshold Services | Community PCP | <input checked="" type="checkbox"/> |
| Ulysses | Family Services | CCI | <input checked="" type="checkbox"/> |
| Veronica | Family Services | CCI | <input checked="" type="checkbox"/> |
| Xavier | Family Services | Community PCP | <input checked="" type="checkbox"/> |
| Kelly | Family Services | CCI | <input checked="" type="checkbox"/> |
| Amanda | Family Services | CCI | <input checked="" type="checkbox"/> |
| Betty | Threshold Services | CCI | <input checked="" type="checkbox"/> |
| Cathy | Family Services | CCI | <input checked="" type="checkbox"/> |
| David | Threshold Services | Community PCP | <input checked="" type="checkbox"/> |
| Frank | Family Services | CCI | <input checked="" type="checkbox"/> |
| Helen | Family Services | Community PCP | <input checked="" type="checkbox"/> |
| Jacob | Family Services | CCI | <input checked="" type="checkbox"/> |
| Ella | Family Services | CCI | <input type="checkbox"/> |
| Matt | Threshold Services | CCI | <input type="checkbox"/> |
| Wendy | Threshold Services | CCI | <input type="checkbox"/> |
| Steve | Family Services | Community PCP | <input type="checkbox"/> |
| Gina | Threshold Services | CCI | <input type="checkbox"/> |
| Penny | Family Services | CCI | <input type="checkbox"/> |
| Inga | Threshold Services | Community PCP | <input type="checkbox"/> |
| Yolanda | Threshold Services | Community PCP | <input type="checkbox"/> |
| | | | <input type="checkbox"/> |

Targeting Interventions to High Risk Populations

Or quickly identify smokers for a tobacco cessation activity.

Targeting Interventions – Clinical Data

| Name | Family Services or Threshold | CCI or Community PCP | Blood Pressure |
|----------|------------------------------|----------------------|----------------|
| Matt | Threshold Services | CCI | 180/130 |
| Betty | Threshold Services | CCI | 160/130 |
| Kelly | Family Services | CCI | 160/125 |
| Rebecca | Threshold Services | CCI | 155/121 |
| Wendy | Threshold Services | CCI | 150/120 |
| Penny | Family Services | CCI | 150/120 |
| Inga | Threshold Services | Community PCP | 145/119 |
| Ella | Family Services | CCI | 140/115 |
| Yolanda | Threshold Services | Community PCP | 140/112 |
| Quinn | Family Services | CCI | 140/110 |
| Amanda | Family Services | CCI | 140/105 |
| Helen | Family Services | Community PCP | 135/100 |
| David | Threshold Services | Community PCP | 135/97 |
| Xavier | Family Services | Community PCP | 135/95 |
| Zev | Family Services | CCI | 130/90 |
| Steve | Family Services | Community PCP | 130/90 |
| Frank | Family Services | CCI | 120/85 |
| Cathy | Family Services | CCI | 120/90 |
| Veronica | Family Services | CCI | 120/90 |
| Ulysses | Family Services | CCI | 120/85 |
| Nate | Family Services | Community PCP | 120/90 |
| Tami | Threshold Services | Community PCP | 120/85 |
| Gina | Threshold Services | CCI | 110/80 |
| Oscar | Threshold Services | Community PCP | 110/80 |
| Jacob | Family Services | CCI | 100/75 |

Targeting Interventions to High Risk Populations

Or, individuals with elevated BP for a hypertension program.

HIP Client Health Report



Client Name: Jane Doe

TRACID: 12345

| Indicator (Goal) | 12/12/2011 | 2/6/2012 | 8/8/2012 |
|------------------------|------------|----------|----------|
| BMI (18.5 -24.9) | 48* | 45* | 42* |
| Weight | 300 | 280 | 260 |
| BP Systolic (<=120) | 140* | 110 | 125* |
| BP Diastolic (<=90) | 120* | 110* | 90 |
| LDL (<100) | 160* | 140* | 110* |
| HDL (>60) | 40* | 50* | 65 |
| Triglycerides (<150) | 300* | 200* | 145 |
| Fasting Glucose (<100) | 200* | 170* | 95 |
| HbA1c (<5.7) | 10* | 5 | 9* |
| Lab Date | 12/23/2011 | 2/9/2012 | 9/1/2012 |
| Smoking | Yes* | Yes* | Yes* |
| AUDIT-Alcohol (<8) | 0 | 9* | 7 |
| DAST-Drug Use (<3) | 4* | 2 | 0 |
| PHQ9-Depression (<10) | 12* | 6 | 6 |

Client Health Goals and Readiness: This is where the provider can write notes and goals for the client.

Action Steps:

- Action Step 1
- Action Step 2
- Action Step 3

Readiness Ruler



- Sample HIP Health Report provided to therapists, psychiatrists and other BH staff.
- BH staff asked to incorporate information from health report into treatment planning.
- Importance of training for BH staff

Conclusion

Questions?

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